Remarks

Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 are pending in the application. Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 were finally rejected. Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 are cancelled herein. New claims 146-165 are added. The new claims 146-165 are presented in order to more clearly recite the subject matter of the invention, and are not provided for reasons of patentability.

Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 stand rejected under 35 U.S.C. § 102(e) over U.S. Patent 6,493,447 (Goss et al.). Inasmuch as the rejection applies to the new claims, Applicants traverse the rejection.

Newly provided independent claims 146 and 156 require receiving a web call for the web call center, wherein the web call originates from a user device. Claims 146 and 156 further require processing a cookie for the user device to select one of the web call resources to handle the web call originating from the user device, generating routing information for the web call originating from the user device to the selected web call resource, and transferring the routing information to extend the web call originating from the user device to the selected web call resource. Advantageously, the claims may be implemented in some embodiments to route web calls to a web call center that includes a plurality of web call resources in order to handle the web calls. In a further advantage, a caller can initiate a web call and be routed and connected to a web call resource without having to wait for a call-back.

Goss does not disclose processing a cookie for the user device to select one of the web call resources to handle a web call that originates from a user device to a web call center. Goss does not disclose generating routing information for the web call originating from the user device to the selected web call resource. Goss does not disclose transferring the routing information to extend the web call to the selected web call resource.

Goss discloses that a web server "maintains a session with the customer browser over the Internet using cookies or other session maintenance technology" (see col. 12,

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lines 54-59)(emphasis added). In Goss, the cookie is not used to initiate a session or perform routing from the caller to the call center resource. In Goss, the customer submits a call-back request, and then has to wait for an agent to call back. Therefore, Goss can use a cookie for performing a call-back message from a call center resource to the caller at a later time. This may be unacceptable, and it is desirable that the customer can immediately connect to a call center resource without waiting for a call-back.

Goss does not disclose all of the elements of the newly presented independent claims and therefore does not anticipate new independent claims 146 and 156. Dependent 147-155 and 157-165 are allowable for the same reasons as independent claims 146 and 156. Applicants respectfully request removal of the rejection and allowance of pending claims 146-165.

Applicants submit that there are numerous additional reasons in support of patentability, but that such reasons are moot in light of the above remarks and are omitted in the interests of brevity. Applicants respectfully request allowance of the pending claims.

Please feel free to call me to discuss the patentability of the pending claims.

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